



## IMPLEMENTING SYSTEMS AND TECHNOLOGIES FOR REMOTE ACCESS

### The Client

**Cooper & Sandler** is a dynamic firm based in Toronto. Established in 1953, Cooper & Sandler exclusively practices criminal law with extensive experience in defending allegations of white-collar crime, homicide and sexual assault. Professional integrity underlies every decision the firm makes on a client's behalf.

### The Burning Platform

Practicing criminal law means lawyers are in court and working away from the office most of the time. One of the firm's main issues was the inability to set court dates without having to phone into the office. As well, to work outside of the office meant having to prepare and copy any electronic files you thought you wanted to access. It had become clear that the firm needed to improve their technology systems in order to continue to provide efficient service to their clients.

### The Business Case

Cooper & Sandler wanted outside expertise to assess their situation and recommend tactics for moving forward. *"When I joined the firm our technology was definitely behind the times,"* says Office Manager, Joan O'Brien. *"Everyone was using different operating systems, some of which had been discontinued. I was asked to give priority to finding a way to bring our technology into the 21st century."*

### Enter Triella

Joan contacted Triella's Principal Consultant, Charles Bennett: *"Charles came in and spent a great deal of time with us to ensure he understood how our firm worked and what we needed. We were extremely pleased with his very informative and detailed assessment and felt more than confident with Triella's ability to implement the recommendations at a reasonable cost."*

*"It was amazing! Charles and his team arrived to set up our new system over a weekend. When we arrived at work on Monday, everything was up and running and they had set up easy to follow documentation and training for everyone."*

—Joan O'Brien  
Office Manager  
Cooper & Sandler

### Exceptional Value

Triella delivered exceptional value through:

- A detailed report, which provided recommendations and offered unbiased choices, alternatives, strategies and tactics for implementing the report's recommendations.
- The installation of new computers, a server, firewall, switches and software required to support the business objectives.
- The repurposing of the previous server as a BlackBerry Enterprise Server.
- The set up of a customized global calendar system everyone could access remotely followed by configuration of the calendar to make it clear on the smaller screen of a BlackBerry.
- Responsive ongoing support for all lawyers, staff and users at the firm.

### Exceptional Results

The firm now has a consistent, reliable system and the firm's staff and lawyers are extremely pleased with how efficient the office is running as a result. Joan is succinct: *"I'm very happy. Triella continues to maintain our systems and our lawyers love the fact that if they have an issue while working away from the office, they can call Triella's hot line and get the support they need without delay."*

For more information about Cooper & Sandler: [www.criminal-lawyers.ca](http://www.criminal-lawyers.ca)

For more information about Triella: [www.triella.com](http://www.triella.com)

Contact Triella at 647.426.1004 or [info@triella.com](mailto:info@triella.com)

### TRIELLA TECHNOLOGY TRANSFORMATIONS:

We facilitate technology transformations that drive and support business success.  
We deliver results through consulting, assessments, services and solutions.

CONSULTING



ASSESSMENTS



SERVICES



SOLUTIONS

